

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	5304221
<b>Application Number:</b>	10673105
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	2566
<b>Title of Invention:</b>	Contact center resource allocation based on work bidding/auction
<b>First Named Inventor/Applicant Name:</b>	Andrew D. Flockhart
<b>Customer Number:</b>	48500
<b>Filer:</b>	Douglas W. Swartz/Debra Kesner
<b>Filer Authorized By:</b>	Douglas W. Swartz
<b>Attorney Docket Number:</b>	4366-113
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		IDS_10.pdf	436902	yes	5
			46d714fbb3a157a8026001a6413db9b4179d8e		

	Multipart Description/PDF files in .zip description			
	Document Description	Start	End	
	Transmittal Letter	1	3	
	Information Disclosure Statement (IDS) Filed (SB/08)	4	5	
<b>Warnings:</b>				
<b>Information:</b>				
2	Foreign Reference	JP2002051149A.pdf	677799 4e777e31286cf1a2f57d4f51b7a529664d 3335	no 12
<b>Warnings:</b>				
<b>Information:</b>				
3	Foreign Reference	JP2002297900A.pdf	984632 0088a1a1198b0911674b2b8b0c2816a29f 857dc	no 17
<b>Warnings:</b>				
<b>Information:</b>				
4	Foreign Reference	JP7005907A.pdf	470521 35e051a6d3525f53478216e925798187710 a951c	no 9
<b>Warnings:</b>				
<b>Information:</b>				
5	NPL Documents	Eder_Time_Management.pdf	883305 6972d16de95daa6fae2195912af6527190e e7416	no 20
<b>Warnings:</b>				
<b>Information:</b>				
<b>Total Files Size (in bytes):</b>			3453159	

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If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.